

Head of Delivery & Operations

Next-gen AI Infrastructure start-up

Job Information

Recruiter[SThree K.K.](#)**Job ID**

1607858

Industry

Hardware

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

16 million yen ~ 25 million yen

Refreshed

September 1st, 2026 03:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Head of Delivery & Operations - Japan

Our client is building next-generation AI cloud infrastructure in Japan, providing enterprise customers with GPU cloud services, AI platforms, storage, networking and tools to develop, deploy and scale AI workloads. They are seeking a Head of Delivery & Operations to lead customer onboarding, day-to-day service operations, reliability and customer success for their GPU cloud platform, playing a pivotal role in shaping how leading Japanese enterprises run production-scale AI workloads.

Key Skills & Experience

- **Cloud Operations & Infrastructure Delivery** - End-to-end leadership of service delivery from contract to production, covering capacity, connectivity, security and operational handover.
- **Service Management & Governance** - Running enterprise-grade operations with SLAs, incident and change management, risk control, and structured project governance.
- **GPU Cloud & AI Infrastructure** - Operating GPU cloud platforms, virtual machines, storage and networking to support AI training, inference and HPC workloads.
- **Capacity & Partner Management** - Forecasting GPU and infrastructure demand, coordinating with data centers,

vendors and technology partners to ensure performance, availability and security.

- **Customer Success & Stakeholder Management** - Acting as senior operational contact, managing escalations, running service reviews, and supporting customers from pilot to production-scale AI.
- **Process Building in Fast-Growth Environments** - Creating SOPs, runbooks, onboarding playbooks and governance frameworks in a rapidly scaling organization.
- **Language Capability** - Native-level Japanese and Business English, to engage effectively with local and global stakeholders.

Interested?

If you are excited by the opportunity to define AI cloud delivery and operations in Japan, we would be pleased to discuss this role and our client's vision further.

Company Description

Building next-generation AI cloud infrastructure in Japan, providing enterprise customers with GPU cloud services, AI platforms, storage, networking and tools to develop, deploy and scale AI workloads.